

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE INSPECTOR GENERAL**

**DEPARTMENT OF HEALTH
EMERGENCY HEALTH AND MEDICAL
SERVICES ADMINISTRATION
REPORT OF INSPECTION**



**CHARLES C. MADDOX, ESQ.
INSPECTOR GENERAL**

Inspections and Evaluations Division

Mission Statement

The Inspections and Evaluations (I&E) Division of the Office of the Inspector General is dedicated to providing District of Columbia (D.C.) government decision makers with objective, thorough, and timely evaluations and recommendations that will assist them in achieving efficiency, effectiveness, and economy in operations and programs. I&E's goals are to help ensure compliance with applicable laws, regulations, and policies, to identify accountability, recognize excellence, and promote continuous improvement in the delivery of services to D.C. residents and others who have a vested interest in the success of the city.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of the Inspector General

Inspector General



November 26, 2003

Mr. James A. Buford
Director
Department of Health
825 North Capitol Street, Northeast
Suite 4400
Washington, DC 20002

Dear Mr. Buford:

Enclosed is our final *Report of Inspection of the Emergency Health and Medical Services Administration*. Your agency's comments on the five findings and six recommendations your agency agreed to are included in the Report. Your agency's comments on the one recommendation your agency did not agree to is also included in this report. The Office of the Inspector General (OIG) has included comments, in this final report, where your agency disagreed with our inspection team's findings and recommendations.

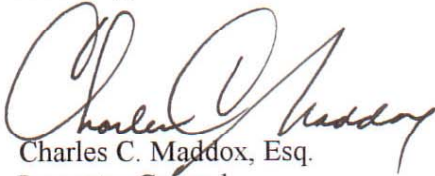
In accordance with Mayor's Order 2000-105, District agencies are responsible for taking action on all agreed-upon recommendations in this final Report. The OIG has established a process to track agency compliance and to facilitate our follow-up inspection activities. Enclosed are *Compliance Forms* on which to record and report to this Office any actions you have taken concerning each outstanding recommendation. These forms will assist you in tracking the completion of actions taken by your staff, and will assist this Office in its inspection follow-up activities. We track agency compliance with all agreed-upon recommendations made in our reports of inspection, and we request that you and your administrators establish response dates on the forms and advise us of those dates so we can enter them on our copies of the *Compliance Forms*.

In some instances, things beyond your control, such as budget decisions, impact on trying to set specific deadlines. In those instances we request that you assign *target dates* based on whatever knowledge and experience you have about a particular issue. Please ensure that the *Compliance Forms* are returned to the OIG by the response date, and that reports of "Agency Action Taken" reflect actual completion, in whole or in part, of a recommended action rather than "planned" action. We will work closely with your designated point of contact throughout the compliance process.

We appreciate the cooperation shown by you and your employees during the inspection and we hope to continue in a cooperative relationship during the upcoming follow-up period.

If you have questions or require assistance in the course of complying with our recommendations, please contact me or Alvin Wright, Jr., Assistant Inspector General for Inspections and Evaluations at (202) 727-5052.

Sincerely,



Charles C. Maddox, Esq.
Inspector General

CCM/LP/lp

Enclosure

cc: See Distribution

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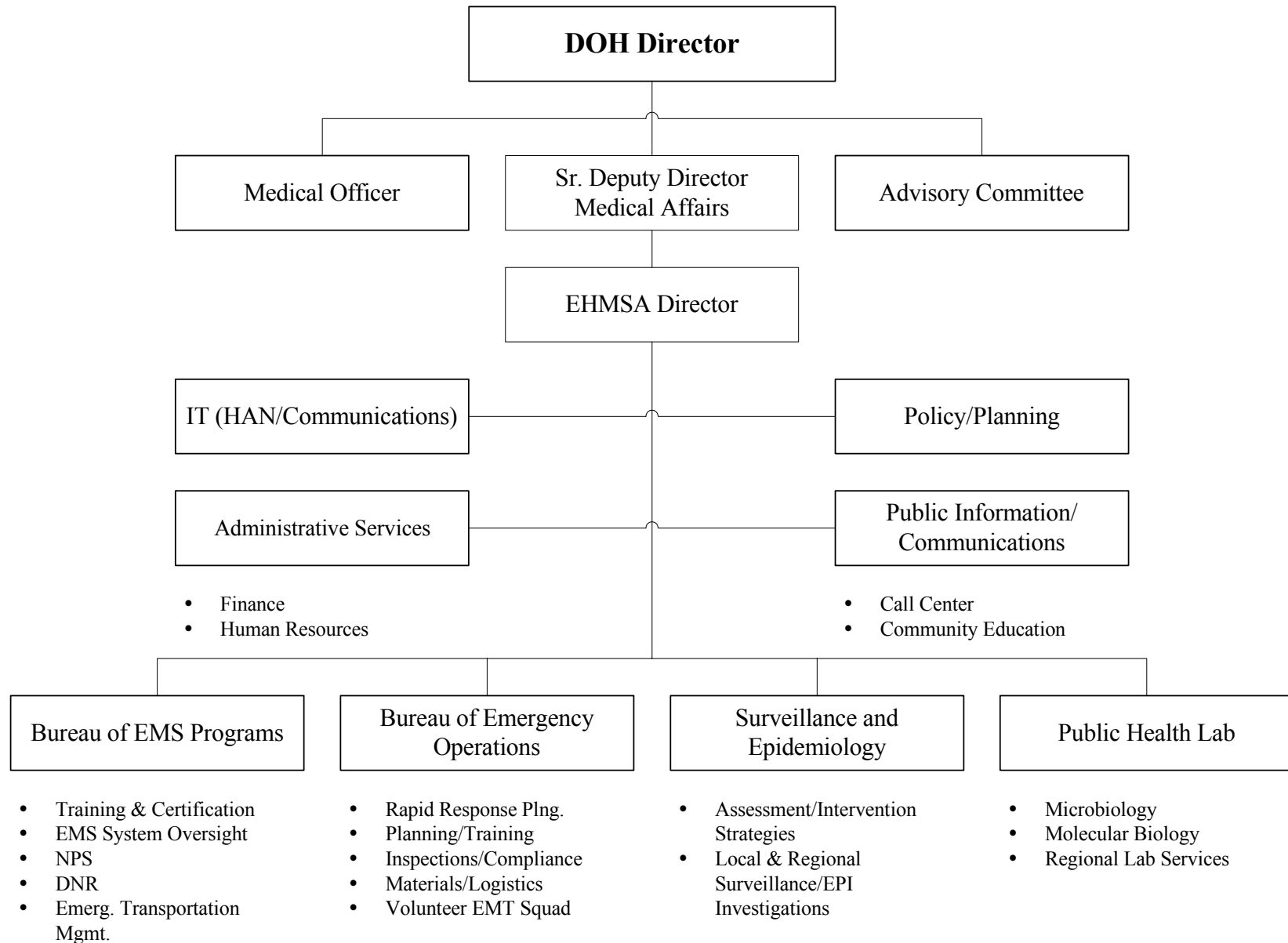
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ACRONYMS

DCMR	District of Columbia Municipal Regulations
DOD	Department of Defense
DOH	Department of Health
DRP	District Response Plan
EHMSA	Emergency Health and Medical Services Administration
EMA	Emergency Management Agency
EMS	Emergency Medical Services
FEMS	District of Columbia Fire and EMS
HRSA	Health Resources and Services Administration
MAR	Management Alert Report
NHTSA	National Highway Traffic Safety Administration



Emergency Health and Medical Services Administration



EXECUTIVE SUMMARY